GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3324
ANSWERED ON:11.12.2002
POSTAL SERVICES
ABDUL RASHID SHAHEEN;BIR SING MAHATO

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of complaints received regarding poor postal services in Jammu and Kashmir and West Bengal during the last two years ;

(b) the nature and details thereof;

(c) whether officers and employees have found responsible for dereliction of duty while investigating into these complaints; and

(d) if so, the action taken by the Government against them alongwith the outcome thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. S PASWAN)

(a) Number of complaints about poor postal services received in Jammu and Kashmir and West Bengal during the past two years are as under:-

Year	No. of complaints received	No. of complaints received
	Jammu & Kashmir	West Bengal
2000-2001	5798	43,196
2001-2002	8463	51,683

(b) The complaints were mainly about delay in delivery of mails and payment of money orders, loss of articles, non-receipt of payees acknowledgements, delay in revival of Pass Books and misbehavior of the staff.

(c) Yes, Sir.

(d)	Jammu & Kashmir	West Bengal
	4 officials were punished with the stoppage of increments. Censure, withholding of increment, recovery of pay and reduction of pay.	33 officials were punished with the punishment of